THE RUSSIANS ARE COMING DCTN USERS' CONFERENCE ATMs AT SEA

Government Issue

AT&T's Newsletter for its Government Customers
Vol. 4 No. 3 May/June 95

FROM THE WHITE HOUSE

AT&T DCTN MAKES THE CONNECTIONS

TO THE FOXHOLE

a LETTER from Dick Lombardi

TO OUR CUSTOMERS,

On behalf of the thousands of AT&T employees who serve the government, I want to thank you for your ongoing trust in our communications solutions. And I want to convey some of the steps we are taking to assure you of continued superior service in a rapidly changing environment.

The most obvious recent change in our organization is our new name — *AT&T Government Markets* — one that more accurately reflects our expanded mission.

While our primary focus remains the federal government, our customers now include state and local governments spending federal funds on information technology, contractors performing government missions, and non-U.S. governments who are acting in concert with the United States.

AT&T provides innovative information technology solutions to all of these customers to help them accomplish their missions and serve society. Furthermore, our solutions are available worldwide because the need for reliable information movement and management extends well beyond our national borders.

Our commitment AT&T will provide information technology solutions to meet government needs anytime, anywhere. We will do this by:

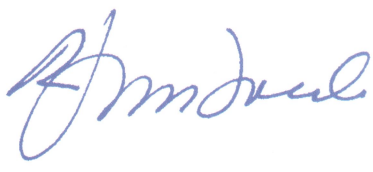
- Completely understanding your total business environment, from your project's technical specifications to your budget and personnel considerations;
- Marshalling precisely the right technology to create the best solution for your information technology requirements;
- Creating the most cost-effective solutions to every communications challenge;
- Providing superior ongoing support for every contract.

I hope this commitment sounds familiar, because AT&T has a legacy of outstanding service. But our present and future environments are so different from even the recent past that yesterday's skills and technologies won't cut the mustard. So I want to reinforce our forward-looking approach to facilitating the movement and management of information in a global economy.

Our organization To support our enhanced customer focus, we have created five new market- facing organizations. They position us to move as quickly as possible to gather the resources and expertise to meet your information movement and management needs. These organizations provide comprehensive solutions for the transmission of voice, data and video communications. Throughout this publication, you will meet the heads of AT&T Defense Markets, Civilian Markets, Emerging Markets, Special Accounts, and Government Communications International.

You will also meet our partners at AT&T Paradyne, Global Information Solutions, and Global Business Communications Systems. They supply the hardware and software that work in tandem with AT&T's network services to provide total communications solutions.

Our government customers face considerable challenges on the road ahead. AT&T looks forward to being your partner on this journey. ■



President — Government Markets
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COVER PHOTO
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JIM GARDNER: PAGES 3, 21, 22
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COURTESY OF THE AMERICAN RED CROSS

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We are... Special Accounts

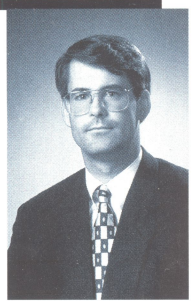
Larry Spilman
Director
Special Accounts
202 457-2100

When your primary concern is national security, critical communications or information security, AT&T's Special Accounts group will meet your needs for products and services aligned with your operating procedures and special clearances.

We provide communications for the White House; disaster relief support for the Federal Emergency Management Agency; and telecommunications for the State Department, intelligence agencies and others. If your mission is critical, AT&T Special Accounts can provide secure and efficient solutions to meet your needs.

In response to federal disaster relief efforts, AT&T Special Accounts has provided emergency telecommunications services following a number of disasters in recent years. From top, AT&T provided communications support after the terrorist bombing of the Alfred P. Murrah Federal building in Oklahoma City; Hurricane Andrew in Florida; the San Francisco earthquake; and wildfires in southern California.

We are... Civilian Markets



John Doherty
Acting Vice President
Civilian Markets
703 442-7250

Our overarching priority is to understand the missions of our customers, to help them understand the implications of evolving technology, and to work with them in crafting solutions that meet their long-term needs.

Because the FTS2000 program is such a critical tool in the government's arsenal of telecommunications capabilities, we focus on developing a service that uses state-of-the-art technology to provide innovative, cost-effective business solutions.

THE INFOWORX ADVANTAGE

AT&T'S 800 SERVICE MAKES INFORMATION AVAILABLE EVEN WHEN PERSONNEL ARE NOT

WOULD YOU LIKE TO FIND AN EASIER WAY TO BUY a book of stamps? How about accessing military news broadcasts at any hour of the day?

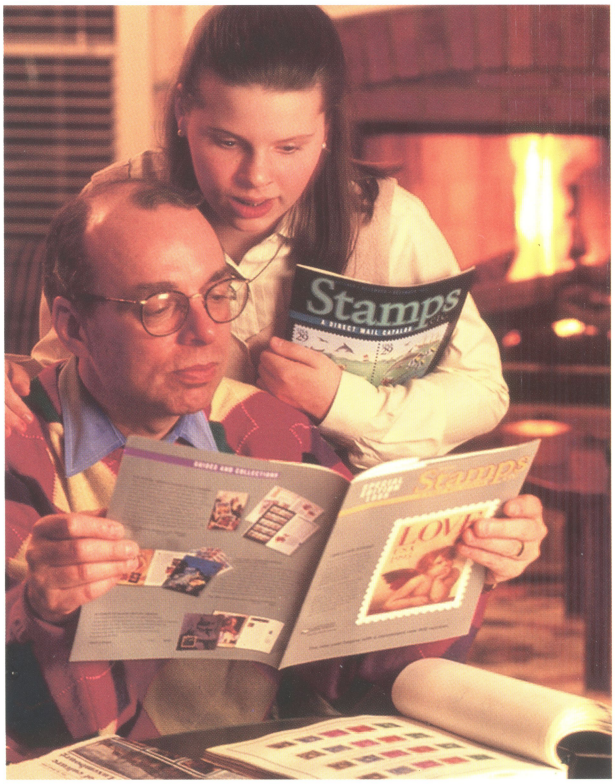
Well, you're in luck. The U.S. Postal Service and the U.S. Air Force have both installed AT&T's InfoWorx® service so you can access products and information faster and easier.

AT&T InfoWorx, a modification to the FTS2000 contract, is an interactive, voice response service that allows callers to use voice prompts or touch-tone buttons to obtain information. Customers can access InfoWorx 24 hours a day, seven days a week, by calling a designated 800 number.

Stamp Collecting
1 800 STAMP 24

Charlie Hucker has been collecting stamps for nearly 35 years. He started as a young boy when his Aunt Bothella gave him some overseas stamps. Hucker's grandfather also helped build the collection with some historical U.S. stamps, including one with a picture of George Mason's Virginia home, Gunston Hall.

"What intrigues me most about stamp collecting is that it has always helped me learn about history," said Hucker, 47, an executive fellow at the University of Missouri-Kansas City Business School. "Years after my grandfather gave me the Gunston Hall stamp, my family visited the estate. Learning about



ED LALLO

Charlie Hucker and daughter Anne browse the Postal Service's stamp catalogs. They'll place their order using an AT&T 800 number.

new places is a wonderful aspect of stamp collecting."

Today, the Kansas City native doesn't wait for a gift from a relative to add to his collection. Thanks to AT&T's InfoWorx service, Hucker just picks up his telephone and dials 1 800 STAMP 24.

He accesses the Philatelic Fulfillment Service Center, where a recorded message takes him step by step through the ordering process. He can respond to the options by pressing the appropriate telephone buttons or saying the numbers aloud.

The 800 number gives callers the option of ordering merchandise or speaking with a customer service agent.

Merchandise available through the 800 number includes envelope and postcard stamps, previous issues of stamps, commemorative stamps and souvenir pages.

"The new 800 number makes ordering stamps more convenient," said Khalid Hussaun, information systems coordinator for the Postal Service in Kansas City. "More than 2.5 million Americans collect stamps. AT&T's toll-free number is an extension of our ongoing commitment to those customers."

Since the service started last December, it has been growing in popularity, according to AT&T's Lloyd Peace, national account manager for the Postal Service. "The service isn't only for the stamp collector. It's also for the general public."

Air Force News Agency
1 800 264-2066

New changes to the Air Force uniform, protecting Mother Nature with safer ways to move and store fuel, and a tribute to the memory of Air Force Chaplain Charles Carpenter are just a few of the news briefs you would have heard last month if you called the Air Force News Agency at 1 800 264-2066.

"The news report changes daily," said Col. Mike Perini, vice commander of the Air Force News Agency and chief of internal information. "We broadcast Air Force news you can use. Topics vary from which Air Force bases are closing to profiles on service people who win awards. During each report, we give listeners the latest news that affects Air Force families."

SENIOR MASTER SGT. WILLIAM BELCHER

Technical Sgt. Trish Freeland and Senior Airman Joe Wallace broadcast from the Air Force News Agency in San Antonio.

On Tuesday and Thursday, you can hear Technical Sgt. Trish Freeland, producer of Air Force Radio News at Kelly Air Force Base in San Antonio. Her reports focus on issues of personnel, the environment, health care and recruiting. The rest of the week, Senior Airman Joe Wallace reads the general news.

"Scores of people can access the number simultaneously without getting a busy signal, thanks to the new AT&T InfoWorx service," said Bob Jones, acting chief of electronic news at the Air Force News Agency. "Before we installed this 800 number, many people were calling but not getting through because our old lines couldn't handle all the calls. So we went to AT&T and asked for help."

More than 300 people per day call the 800 number for a news update. "I think the service is great, as do the Air Force members and their families. Everyone now has access to Air Force news anytime they want," Jones said. "It's another good step in keeping communications open."

The 800 service is part of Chief of Staff General Ronald Fogleman's goal of increasing and expanding communication within the Air Force.

Jones said the idea of making news available 24 hours a day, seven days a week is an extension of what Air Force senior leaders have been advocating since the chief took over in October 1994.

"Everyone saw this as an opportunity to take advantage of technology which can better serve our customers — the men and women of the Air Force and the taxpayers, who have a right to know what the Air Force is doing," said Jones.

To find out more about the 800 InfoWorx service, contact AT&T's Julie Cartwright at 301 608-4936. ■

We are... Civilian Markets

SERVICE TO THE CITIZEN DAY

"The future," as they say, "is not what it used to be."

FOR ONE THING, SOME OF IT IS already here. That's what 58 federal agency representatives learned at AT&T's Service To The Citizen Day. Leading-edge technologies were shown at the AT&T Technology Center in Washington, March 1-3.

The conference stressed ways emerging technologies can directly support governmental initatives to improve service to the American public.

As a result of Vice President Al Gore's National Performance Review, agencies are increasingly in a cost-cutting environment. Technologies featured at the conference can help agencies reach their goals of doing more with fewer people.

"We wanted to show our customers some real-life applications so they'll know what's available as they make their agencies' plans," said AT&T's Beth Tribble, senior account executive. The day's presentations centered on four core technologies:

Speech Recognition

Candace Kamm, a member of the technical staff in the Applied Speech Research department of AT&T Bell Laboratories, demonstrated speech recognition systems under development that allow callers to speak a continuous string of digits or to say or spell words.

Typical uses include speaking several digits in an extension number, saying a name to retrieve information from an employee directory, or spelling the name of a town to receive localized information. Government customers might find the new technologies useful for automated recognition of Social Security or Medicare numbers, for example, or to furnish zip codes or other information.

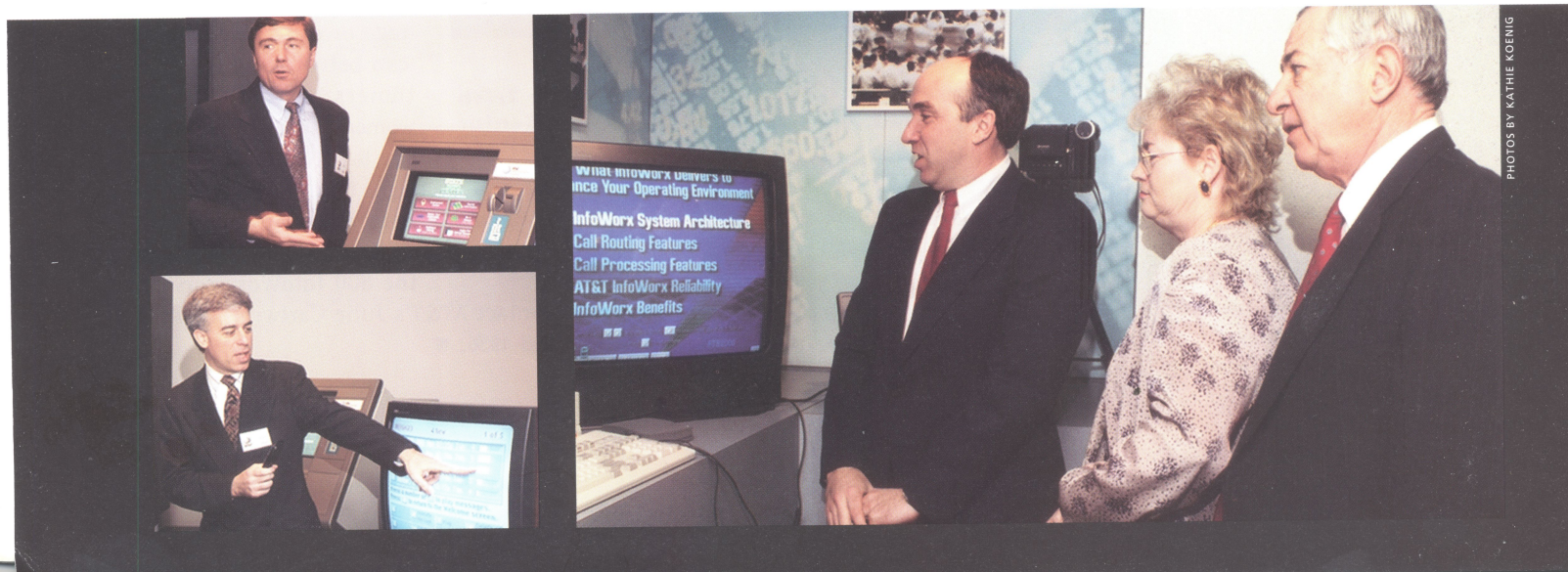
"Sometimes, people prefer to speak a command rather than punch in the numbers from the telephone keypad," said Kamm. "Using speech is more natural, especially when it would be cumbersome to use the keypad. In applications that require callers to choose from a large number of options, the service can be faster and easier to use with speech recognition because callers can make requests using meaningful words, rather than having to remember the number codes for the options they want."

Some speech recognition features are available through AT&T InfoWorx® service, off the FTS2000 contract. They allow callers to speak digits or say limited commands, such as "yes" and "no." Enhanced features include "FlexWord®" technology, which builds words from separate sounds, and "phrase spotting," which searches a sentence for key words that indicate choices. In some long-distance applications, for example, AT&T uses phrase spotting to identify words such as "operator" or "collect," allowing mechanized handling of calls.

BELOW AT&T's John Grim, assistant vice president for Public Sector Marketing, demonstrates how to use the company's new interactive kiosk.

LOWER LEFT Brian Allain, product management director in AT&T's Consumer Products division, demonstrates the AT&T HomeCenter System.

LOWER RIGHT AT&T's Bill Connor, left, explains AT&T's InfoWorx service to SSA's Gill Filipczyk and Ken Brunjes.



PHOTOS BY KATHIE KOENIG

Kiosks

Interactive kiosks are an attractive technology for federal customers whose work consists largely of gathering and dispensing information to and from citizens.

AT&T's John Grim, assistant vice president for Public Sector Marketing for Government Information Systems, demonstrated the company's latest designs. Potential federal applications, he said, could allow citizens to apply for government benefits; buy stamps and postal supplies; receive tax forms; and load food stamps onto a "smart card" that could be used like a credit card to buy groceries.

The District of Columbia now uses kiosks to help building contractors obtain permits. California, New Jersey and Texas use them for applications ranging from information distribution to vehicle registration.

AT&T's kiosks can digitally read and interpret source documents. "This means, for instance, you could use the kiosk to receive a 1040-EZ form, fill it out, insert a check and pay your taxes at the mall," Grim said.

Interactive TV

The AT&T HomeCenter™ system, an attachment connecting the television to the phone line, provides information and entertainment services.

"The beauty of the service is that it works through the regular phone connection," said Brian Allain, product management director in AT&T's Consumer Products division, who demonstrated the system. "There's no need for cable television, fiber-optic cable, or ISDN (Integrated Services Digital Network) connections. Anyone who has a phone and a TV can use it to bank or shop by phone and to gain access to a wide variety of information services."

Allain said the service offers great potential for federal agencies, who could use it to provide information to the general public or to a specialized segment, such as veterans. "Citizens could use the remote control to fill out forms that would appear on their screens," said Allain. "In the future we'll have a wireless electronic 'scribble pad,' which could even transmit handwritten information to the HomeCenter system and then to the agency via modem."

AT&T Network Notes

In partnership with Lotus Development Corporation, AT&T offers AT&T Network Notes℠, which combines Lotus Notes®, the leading business collaborative software, with the sophisticated communications and service capabilities of AT&T's Worldwide Intelligent Network.

"AT&T Network Notes enables companies to communicate with their customers, partners and suppliers, regardless of their location, through dedicated or dial-up access to AT&T's public data network," said Lotus' Pat Doherty, who conducted the demonstration. "Because the necessary software is embedded in the network, customers can avoid incurring the costs of supporting their own private networks and server facilities."

Extended workgroup collaboration features reduced time spent on a project through faster information sharing and movement toward consensus. A committee working on a joint report, for example, could share electronic "copies" of the report that would be automatically updated with any member's changes. Geographically dispersed team members can work together as efficiently and productively as they would if they were in the same location.

The new service could be valuable for any federal work group whose mission involves collaboration on reports, ordering federal forms or helping citizens apply for services.

"Network Notes has obvious applications for almost any federal agency," said Doherty. "We're eager to further refine the service and offer it to all customers."

To find out how these emerging technologies can help you, contact your AT&T account representative. ■

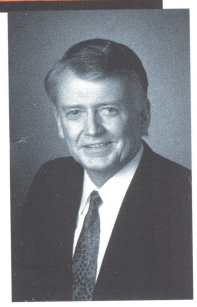
BELOW AT&T's Lloyd Peace (left), Pat Doherty of Lotus, and Robert Kooken, the Postal Service's national account manager to AT&T, discuss AT&T's new collaborative software and network services.

UPPER RIGHT SSA's Phil Delaney (center) and Barbara Clark talk with AT&T's Lloyd Mallory about interactive kiosks.

LOWER RIGHT Candace Kamm (left), of the Applied Speech Research department of AT&T Bell Laboratories, demonstrates speech recognition technology to Ann Gilstrap, manager of the Voice Communications Branch of the Smithsonian Institution.

We are...

Government Communications International



Keith Springen
Vice President
Government Communications International
301 608-5100

The Russians Are Coming

AT&T HOSTS RUSSIAN DELEGATION

The demand for telecommunications products and services for governments worldwide is enormous. Global markets are growing two and a half times faster than U. S. markets. Coincident with that growth are substantial opportunities to offer the full spectrum of AT&T's products and services to those governments.

We recognize that our market reflects differences in people and culture, so our approach is to organize regionally to serve the needs of our customers.

Wherever AT&T attains an international presence — in Saudi Arabia, Thailand, Russia, the Caribbean or elsewhere — we tailor our communications response to regional and local needs.

THE SIZE OF THE WORLDWIDE Intelligent Network. The level of control with which AT&T manages that network. The wide range of products and services available — to everyone. These images inspired keen interest from 40 members of the Russian Telecommunications Leaders Group, who visited the United States and AT&T this past February.

AT&T Government Communications International hosted the group at several company facilities, including AT&T Bell Laboratories, the Network Operations Center, the AT&T Cable Ship Global Link, AT&T FTS2000 headquarters and Salt Creek International Earth Station.

The Russian visitors requested the tours to learn about AT&T network operations and emerging technologies. At AT&T Bell Laboratories in Murray Hill, N.J., they experienced hands-on demonstrations of new technologies, such as speech recognition services and videoconferencing. The next stop, at the Network Operations Center in Bedminster, N.J., featured AT&T's state-of-the-art control center for the Worldwide Intelligent Network.

The AT&T Cable Ship *Global Link*, docked in Baltimore, Md., provided the Russian leaders with an understanding of AT&T's capabilities in undersea operations and cable ship design. Julia Parfenova, deputy chief engineer of Rostelecom in Russia, asked, "How much traffic could be transmitted over such a small cable?" She was surprised at the answer: more than 100,000 simultaneous conversations.

The size and scope of the AT&T FTS2000 network also interested the Russians. "Who owns the network?" asked one delegate, who was surprised to learn that AT&T assumes the responsibility for the entire network, even though local telephone companies are also involved.

After a sightseeing trip on a San Francisco cable car, the Russian managers visited the AT&T Salt Creek International Satellite Earth Station, hidden among miles of pecan groves in Arbuckle, Calif. The earth station serves as the interface between the U.S. domestic networks and various overseas locations.

Yelena Malysheva, director of marketing for ROSNET, a private telecommunications network being built in Russia, has a special connection with AT&T Government Communications International.

In April 1994, ROSNET and AT&T signed a memorandum of understanding setting up an initial collaborative framework for the two companies to design, engineer, furnish and install a data communications network throughout Russia's 86 regions (roughly comparable to U.S. states). Already, the two companies have installed AT&T switching equipment and AT&T Paradyne modems to carry data from desktop computers in the regions to a central operation in Moscow.

As soon as a formal joint venture agreement is signed, AT&T and ROSNET will be operational in 40 regions, offering data communications services to government and business customers. "Most Russians have basic telephone service," said Malysheva, "but we will be making available the first national network for data transmission and e-mail."

The joint venture also envisions an AT&T/ROSNET training facility with participatory demonstrations to teach Russian managers and government officials how best to take advantage of services such as e-mail, fax and local area networking. ROSNET already has been designated by the Russian Federation as a preferred supplier for government offices and businesses.

"There's great potential in Russia for AT&T and ROSNET," said AT&T's Keith Springen, vice president, Government Communications International. "The people there are finally at the point where they can take advantage of many new services. These telecommunications managers were very curious about — and somewhat overwhelmed by — the wide variety of services and equipment we offer. And they're eager to see these technologies grow back home. We want to be a partner with Russian telecommunications agencies and ROSNET to develop an effective, reliable and responsible telecommunications infrastructure that will speed Russia's progress toward a market economy."

For more information on ROSNET, contact AT&T's Barry English, senior international project manager, at 301 608-4696. ■

ELISA KOMINS

VALENTINA SMIRNOVA, deputy director of administrative service for Central Telegraph of St. Petersburg "We hope to establish a center in St. Petersburg using AT&T data communications equipment to provide data services throughout Russia and assist our business community. In my estimation, AT&T is best suited to provide the equipment we need."

ALEXANDE BABASSINOV, technical director of St. Petersburg Long Distance Telephone Exchange "We're looking forward to seeing AT&T in the Russian market. We've been wanting for a long time to provide more services. Our business ties will extend the ties of friendship as well."

YELENA MALYSHEVA, director of marketing, ROSNET "It's been interesting to learn more about the way you do business — especially in network management. You live in the 21st century. Moscow is in the 20th century. With AT&T's help, we're working to bring the benefits of telecommunications to everyone in Russia."

BORIS ZUEREV, director general, Moscow National and International Telephone "We were very pleased by the warmth of our reception from AT&T, and we enjoyed our visit very much. It's interesting that you have no problem providing telecommunications for everyone — even in the large cities such as New York. We have a great challenge in providing telecommunications in our country. We could handle it by ourselves, but to accelerate the process we want to have AT&T as our partner. AT&T is the most unusual company in the world."

We are...?

Government Communications International

A Night at the Opera

SPONSORS OAS EVENT FEATURING HIGHLIGHTS OF 'SIMON BOLIVAR' AS PART OF ITS ONGOING COMMITMENT TO THE HISPANIC COMMUNITY

IT WAS QUITE A *FIESTA.*

As a new corporate partner of the Organization of American States, AT&T helped the OAS celebrate the 60th anniversary of its Division of Arts. The company co-sponsored a performance in Washington, featuring highlights from Virginia Opera's *"Simon Bolivar."*

Scottish-American composer Thea Musgrave told the story of her opera, which traces the life of Bolivar, the powerful revolutionary leader still revered throughout Latin America as *"El Libertador."*

Bolivar liberated half of South America from Spanish colonial rule and founded the republic of Gran Colombia in present-day Venezuela, Colombia, Ecuador and Panama.

Ambitious rivals turned against him, however, and he died in 1830, penniless and disillusioned, with his dream of a unified South America in ruins.

Baritone Douglas Nagel (right) sang the role of the treacherous General Santander, while tenor Stephen Guggenheim sang the title role in the OAS presentation of highlights from the opera *"Simon Bolivar."*

INSET PHOTOS FROM LEFT:

Peter Mark, general and artistic director of Virginia Opera, welcomed guests to the performance.

Cast members Stephen Guggenheim (Bolivar) and Amy Johnson (Manuela).

Composer Thea Musgrave, creator of *"Simon Bolivar."*

Musgrave's narrative linked performances by the original cast members of Virginia Opera under the direction of General and Artistic Director Peter Mark. "It was thrilling for us to present highlights of Virginia Opera's first opera sung in Spanish, a newly composed work on the life of one of South America's most important heroes, to such a distinguished audience," he said.

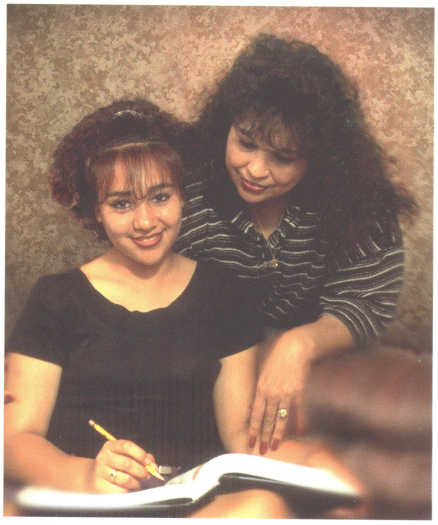
The event also reaffirmed the special partnership between AT&T and the Hispanic community. For several years, the company has taken an active role in support of the community, not only in celebrations of artistic expression, but also in education, health care, social action, equal opportunity, workplace diversity and encouragement of Hispanic-owned businesses.

AT&T helps fund programs focusing on prenatal care, parent training and early childhood education in the Hispanic community, where one-third of the population is under 18. Through the innovative Hispanic Mother/Daughter Program at Arizona State University and the University of Texas, AT&T provides grants to the universities to help mothers of students attend college with their daughters. And the more than 2,000 members of HISPA, the association of Hispanic employees of AT&T, participate in Project Adelante, which encourages teenagers to finish high school and enter college.

AT&T actively supports the Hispanic community in the Washington area. Each year since 1993, the company has funded an internship for the study of bibliography in the Library of Congress' Hispanic division. This year, two scholarships will be awarded.

AT&T is also an active member of the Ibero-American Chamber of Commerce in Washington, whose 1,800 members represent 600 area companies, of which 450 are Hispanic owned. The company works with the Chamber to present a minority business trade show to facilitate business opportunities for the group's members.

Through Del Velasquez, eastern region Hispanic marketing manager, AT&T is represented on the national board of the



JOSE L. MUNOZ

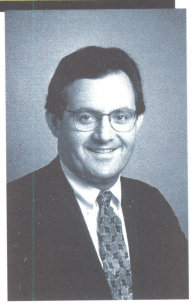
Anna De Leon and daughter Monique study together as part of AT&T's Hispanic Mother/Daughter program.

Latin-American Management Association, the premier legislative advocacy group for Hispanic-American businesses. The company also furnishes financial support for the National Council of La Raza, the National Puerto Rican Coalition and the U.S. Hispanic Chamber of Commerce, all headquartered in Washington.

Hispanics comprise the fastest-growing minority population in the United States. To meet this growth, AT&T has established a National Bilingual Center (1 800 235-0900) where Spanish-speaking residential customers can call for assistance with long-distance billing and service. AT&T Global Communications Centers offer walk-in offices where customers can use private booths for long-distance calling, videophone calls, conference calls and fax service.

For more information on AT&T's activities within the Hispanic community, contact Velasquez at 703 713-2020. ■

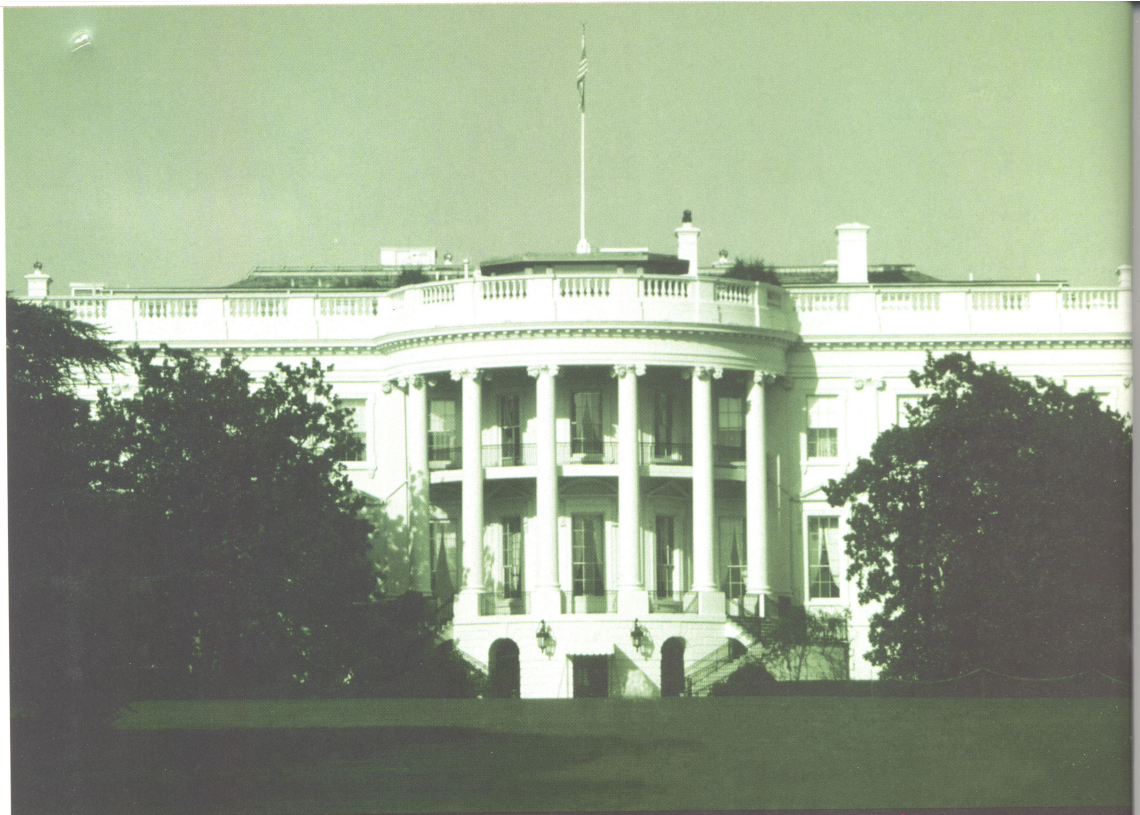
We are... Defense Markets



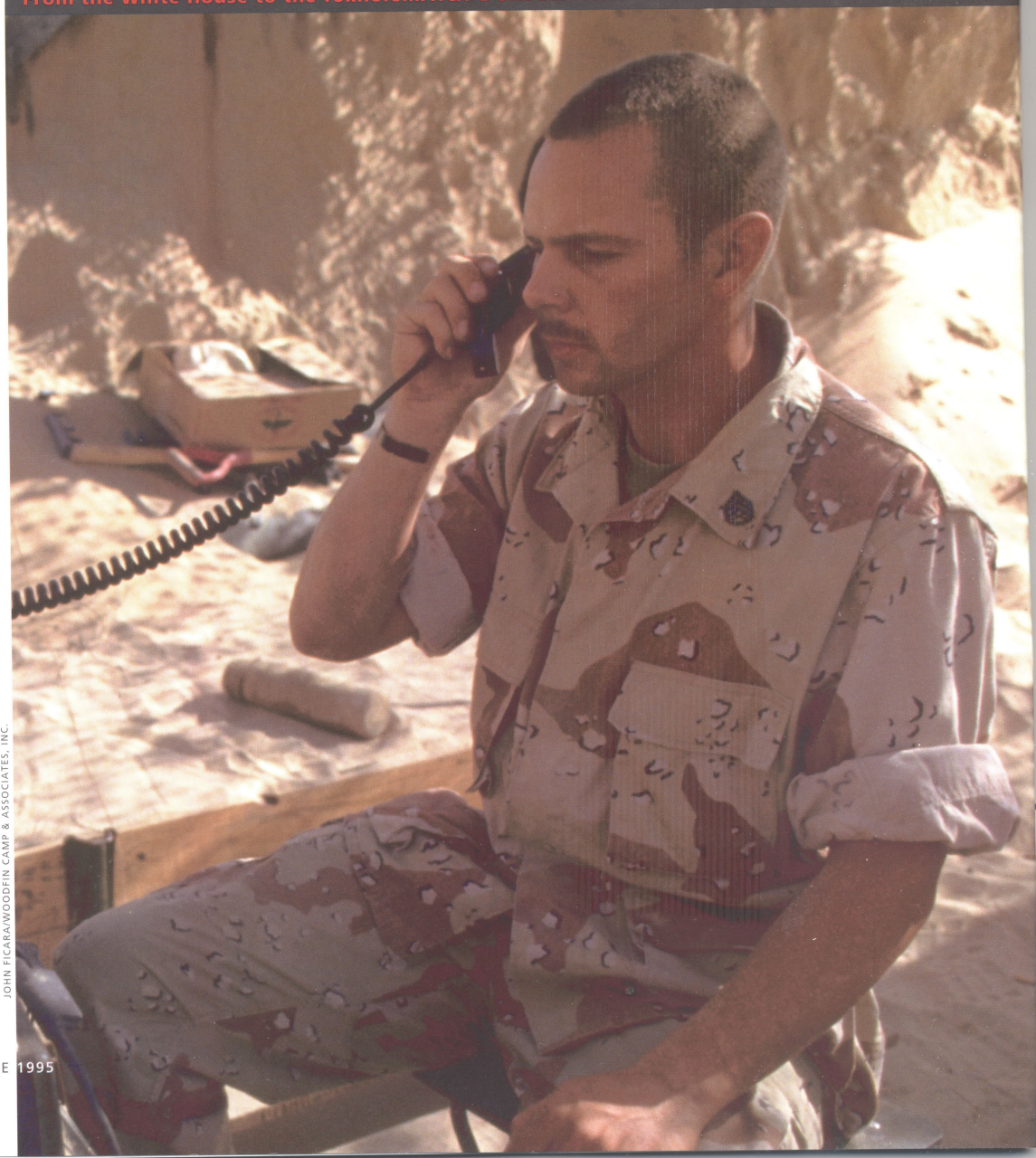
Harry Carr
Vice President
Defense Markets
703 903-7800

AT&T will compete aggressively for the privilege of assuring that the Department of Defense (DoD) communications arsenal is ready for action anytime, any place. Whatever DoD needs — whether it's quickly deployed tactical communications, videoconferencing on the Defense Commercial Telecommunications Network (DCTN), FTS2000 800 Service or anything else — we will be there to provide it.

In these turbulent times, we understand the military's budget constraints as well as its communications requirements — so you can count on us for high-quality, cost-effective service.



From the White House to the foxhole...AT&T DCTN services make the connections.



JOHN FICARA/WOODFIN CAMP & ASSOCIATES, INC.

DCTN

CONTINUING THE COMMITMENT

ALIVE AND WELL BUT WHAT'S NEXT?

"I HAVE WORKED WITH AT&T FOR A long time. I've never seen a more patriotic, dedicated and committed company," said Lt. Gen. Albert Edmonds, USAF, Director, DISA.

Edmonds addressed more than 250 DoD participants who joined AT&T for the annual DCTN Users' Conference in Atlanta, March 28-30.

"DCTN has provided complete end-to-end services plus accountability around the corner and around the globe" he said. "As we move from the final phase of the DCTN contract, I can assure you that AT&T will be there for us, helping us transition so there's no disruption of service to the warfighters."

AT&T remains steadfast in continuing its commitment to DoD. "AT&T has been there — through Desert Storm, Somalia and Haiti — and continues to support the ever-changing warfare needs," said AT&T's Dick Lombardi, president of Government Markets and conference co-host. "We continue to offer new enhancements on DCTN, such as Switched 56 Service and international services to keep the contract technologically refreshed."

ACRONYM KEY

- **ATM** Asynchronous Transfer Mode
- **CDV** Compressed Digital Video
- **C4I** Command, Control, Communication & Computers, & Intelligence
- **DCTN** Defense Commercial Telecommunications Network
- **DII** Defense Information Infrastructure
- **DISA** Defense Information Systems Agency
- **DISN** Defense Information Systems Network
- **DoD** Department of Defense
- **DSN** Defense Switched Network
- **GSA** General Services Administration
- **JCS** Joint Chiefs of Staff
- **LBRV** Low Bit Rate Video
- **SONET** Synchronous Optical Network
- **USAF** United States Air Force

The 1995 users' conference was a true partnership, consisting of presentations by AT&T and DISA executives; technology demonstrations; panel discussions; and joint breakout presentations on voice, video and data services.

"It was great having AT&T reps show us new services available on DCTN and our DISA colleagues explain how we can procure those services," said Air Force Master Sgt. Joe Gallucci, Command and Control Circuit Manager at the Pentagon.

In addition to the breakout sessions, the conference provided users with information regarding other forward-looking capabilities, such as data network security, InfoWorx® voice response technology, deployable communications systems and ATM.

On the following pages, you'll read what top DISA executives had to say about DISN, AT&T's commitment, and the new enhancements offered on DCTN. ■

LT. GEN. ALBERT EDMONDS

USAF, DIRECTOR DISA

JOHN DISNEY

CHANGE IS HAPPENING AT DISA — EVERY DAY and in every way. My number-one priority is taking care of the warfighter and providing communications from the White House to the foxhole. Those communications take form in several ways — through imagery, voice, video and data services. DCTN is one way we provide those services to the warfighter.

But DCTN is phasing away. I want to tell you what's next and how we're going to work together to make DISN a reality. I want to share with you what DISA is focusing on and tell you my vision of DISN.

DISN will be the transport vehicle by which we provide communications services to the warfighter. DISN is not DCTN, but rather the overall umbrella, which incorporates DCTN, as well as other leading-edge technologies, such as ATM and SONET. As we move forward, DISA will put out for bid many short-term contracts with optional years for services.

But the focus will be different. I'm not interested in contracting circuit by circuit. DISA will manage bandwidth instead, and save the government a lot of money. AT&T has already helped us move in that direction using DCTN.

DISA has established a transition team including representatives from GSA and the military to maximize the use of existing government infrastructures, to capitalize on existing government acquisition vehicles and to competitively acquire those services and components we need.

The DISN strategy will exploit available commercial products and services, while providing DoD with the degree of network control necessary to ensure global, seamless, interoperable and rapid response to the needs of warfighters.

To this end, we work with industry on infusing leading-edge technologies into DISN. SONET will provide the intelligent transmission, which allows us to scale our network to meet the ever-increasing needs of our customers. We've rapidly moved beyond the T1s and T3s to an era where OC12 and OC48 circuits are needed to support the warfighter.

The use of this ultra-large transmission capability in DISN will mean that we must eliminate the proliferation of "stovepipe" networks and consolidate our customers onto our SONET backbone.

To fully exploit the economies of scale achievable from this consolidation, we will need to effectively and intelligently provide our customers with bandwidth on demand. ATM will be the technology of choice for performing intelligent switching with DISN circuits.

Our plan is to infuse ATM into DISN at the same pace that industry commits to making ATM a reality. We're developing a DoD-wide ATM services network that is scheduled for completion in the fall of 1995. And we plan to migrate the ATM onto DISN backbone by the end of fiscal year 1996.

We're also supporting technologies such as desktop video and videoconferencing. The warfighters like that.

There's no time to waste. DISA is making things happen. We expect a lot from the folks at AT&T. I guarantee they won't let us down. ■

JOHN RAUSCH

AT&T Defense Markets
Marketing Manager
Users' Conference Moderator

OBVIOUSLY DCTN IS IN ITS LAST YEAR AS A PROgram but — just as obviously — it is a program that will continue to satisfy needs of the warfighter. Speaking on behalf of Harry Carr, our vice president, let me assure you — the users and folks at DISA — that we will not abandon your needs as you transition to DISN.

JOHN DISNEY

Call on me or anyone else at AT&T if we can be of assistance. ■

THE COMMUNICATIONS NEEDS REQUIRED TO DO HIS JOB ARE SUCCESSFULLY MET.

BARD WRISLEY

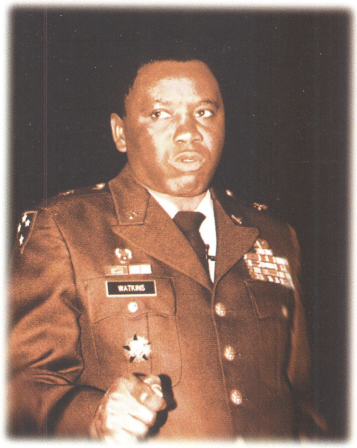
JOHNNIE JOHNSON

DISN Deputy Program Mgr.

DISN IS NOT A CONTRACT. DISN IS THE FABRIC THAT holds the various elements of the DII together.

DISA has already begun to transition to DISN. We're going to acquire the components of DISN in a manner that makes sense, whether it be one service at a time or a combination of services. Whether it be from using existing contracts such as FTS2000, or new contracts, we will do what's right and in the best interest of our customers.

DISN is an evolutionary process. There is no start or stop. DISA will constantly re-evaluate the contracts it awards to make sure the warfighters' needs are met and taxpayers are getting the best technology at the most reasonable price. ■



BARD WRISLEY

BRIG. GEN. JOHN WATKINS, JR.

Deputy Director for Operations, DISA

THE WARFIGHTER IS THAT 18-YEAR-old kid on the battlefield. That kid who puts his life on the line every day. At DISA we must make sure the warfighter never has to question whether his communications needs to do his job successfully are met. We never want to lose lives because the communications technology is not available to them. It's that simple.

I've lived it, eaten it and slept it — this issue of communications — offering the best services at a reasonable price. There's been a lot of talk about the DCTN contract and the value DISA has received. I can tell you that with DCTN, you're getting a bargain. I know. I've done the comparisons. Don't believe the rumors you hear.

But I'm also working with AT&T to make continuous improvements — to achieve information superiority in support of our national military. Even though DCTN is phasing out, DISA is not going to cut off service come February '96. Rest assured. That won't happen just because the contract is over. DISA will continue to provide uninterrupted service as we provision for new services. ■

JOHN DISNEY

COL. JOHN MEINCKE, USAF

Executive Assistant to the Director for C4I, JCS

WE'RE ALL in this together — the Joint Task Force, government and industry — to provide the warrior with real-time technology. Right now, the Army, Navy, Air Force and Marines have communication systems that don't talk with one another. That will change.

Information is the lifeblood of modern war, just as fuel was the lifeblood in the North African desert and munitions and gunpowder were the lifeblood in World War I. The warrior needs a fused, real-time true picture of the battle space and the ability to order, respond and coordinate vertically and horizontally to the degree necessary to execute the mission in that battle space. ■

BRIG. GEN. FREDERICK ESSIG, USA

DISA Commander - Western Hemisphere

DCTN HAS PROVIDED DoD with viable communications. We've had an extremely successful partnership during the last nine years. ■

JOHN DISNEY

THE WORLD'S POLITICAL SCENE HAS CHANGED, AND DCTN — THE CONCEPT, THE CONTRACT AND THE NETWORK ITSELF — H

U S E R S ' C O N F E R E N C E

BARD WRISLEY

Panel members from DISA and AT&T answer audience questions on a variety of topics, including procuring DCTN video services, communicating DISA strategy to the field forces and understanding the communications thrust of DISN.

THE WORLD'S POLITICAL SCENE HAS CHANGED AND THE Defense Commercial Telecommunications Network (DCTN) — the concept, the contract and the network itself — has evolved to meet the changing needs of the warfighter. Today, DCTN provides reliable and innovative switched voice, data and video services for the command, control and communications needs around the world — in peacetime and in war.

At the DCTN Users' Conference, DoD and civilian personnel had the opportunity to visit 16 breakout presentations covering all of the DCTN services and transport methods. Below is a sampler of those sessions.

Switched Voice Service

DCTN's Switched Voice Services are an integral part of the Defense Switched Network. The command and control features of DSN are especially necessary during critical times. Features like surge capacity handle spikes in calling volumes.

Multi-Level Precedence and Pre-emption capability provides a nonblocking network, which assures that all high-priority calls get through on the first try — anytime, anywhere on the network.

Another feature, Dual Homing, ensures critical locations are not isolated should a single switch location fail. For example, if service at one of the switches providing service to the Pentagon is interrupted, the traffic will transfer to another switch.

Polygrid Routing provides network survivability by maintaining multiple paths from each network node to the other nodes. This means more routing path alternatives and ensures the call will go through, especially when heavy call volumes occur.

In keeping with AT&T's concept of continually providing new and improved DCTN services, the Grade of Service Initiative improves call completion rates for all users on the DCTN DSN, saving time and money.

And Switched 56 Service provides economical, desktop video and high-speed file transfer. "I've been waiting for this service to be added to the contract," said Col. William Guerra, director of information management for Training and Doctrine Command. "Switched 56 is a real boon. It will allow me to do image transfer and bulk data transfer using the existing voice network."

Videoconferencing Services

Videoconferencing has become an efficient, cost-effective supplement to travel. DCTN users have their choice of three DCTN video services.

DCTN's dedicated videoconferencing network provides fully interactive videoconferencing for a flat, monthly fee without a usage charge. It provides point-to-point or multipoint transmission for secure and nonsecure videoconferencing. Transmission rates range from 384 Kilobits to 1.5 Megabits per second.

In addition, for users not requiring dedicated service, DCTN offers Low Bit Rate Video (LBRV) featuring roll-about or desktop videoconferencing with transmission rates of 112/128 to 384 Kilobits per second. Rates are based on usage, making LBRV ideal for new video users.

DCTN Compressed Digital Video (CDV) provides satellite-based, one-way video and two-way audio for broadcast quality videoconferencing, which is ideal for teletraining/telebroadcast applications. The Air Force Institute of Technology, the Air National Guard and the Army Logistical Management College offer extensive teletraining classes over this DCTN satellite service.

DCTN Reliability/ Network Management

All DCTN services and features are managed through the AT&T Network Management Center in Dranesville, Va. To ensure the protection of all DCTN services, AT&T's exclusive FASTAR® technology monitors the DCTN network. FASTAR is the premier network surveillance and restoration service in the industry.

Operators are on duty 24 hours a day providing information and assistance, setting up conference calls and assisting with overseas calls.

Data Services

DCTN provides data services in DS0, DS1 and DS3 bandwidths as stand-alone, point-to-point channels or assembled to work

EVOLVED TO MEET THE CHANGING NEEDS OF THE WARFIGHTER.

together as subnetworks. Data transmission services are now available globally over DCTN.

Network Diversity and Avoidance ensures uninterrupted transmissions in the event of facility failures. DS3 network design and management services are offered for major bulk transmission of inventory needs for supplies, such as food, clothing, truck parts or payroll records and mapping.

As the demand for DCTN data services has increased, AT&T has continued to offer the evolving technologies to meet the DoD's requirements utilizing the Worldwide Intelligent Network.

Asynchronous Transfer Mode/ Synchronous Optical Network

ATM is an evolving, next-generation fast-packet technology for transmitting multimedia — voice, data, video and graphic images. Fast packet means the information is broken up into fixed-length segments, or cells, and relayed through the network via a series of switching nodes.

SONET is a global, high-speed transport standard that runs over fiber-optic cables. It supports new capabilities such as network self-restoration while interfacing with existing asynchronous systems and the newer ATM equipment.

"Winning future battles will require the ability to transmit voice, video and data images instantaneously among the warfighters, the battle commanders and the central command post," said AT&T Bell Laboratories' Dr. Shyam Moondra. "SONET and ATM provide high-speed transport, multiplexing and switching capabilities and will be the essential components of any future defense network infrastructure."

DCTN Equipment

Customer Premise Equipment (CPE), which includes inside wiring, is available and can be purchased or leased, providing a complete communications solution. ■

BARD WRISLEY

AT&T managers Art Badger (left) and Jack Lockwood assemble a satellite dish to demonstrate AT&T's deployable network capabilities.

BARD WRISLEY

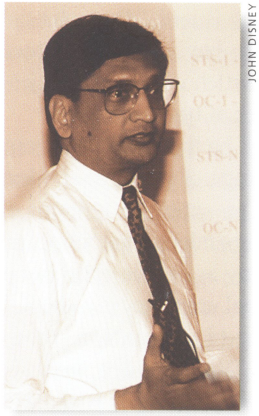
LEFT Cmdr. Nancy Dillard from the Naval Computer Telecommunications Station came to the conference to find out what new technologies are available on DCTN.

BELOW LEFT AT&T Bell Laboratories' Shyam Moondra talks to conferees about ATM and SONET technology.

BELOW CENTER Craig Boke, manager of Air Force Long-Haul Communications at Scott Air Force Base near St. Louis, came to the conference to ensure Air Force requirements are supported through the end of the DCTN contract and beyond.

BELOW Chief Master Sgt. Bill Moore gives an overview of Compressed Digital Video capabilities.

JOHN DISNEY



BARD WRISLEY

JOHN DISNEY

We are...
Defense Markets

DISTANCE

AIR NATIONAL GUARD INTRODUCES IT

COCKPIT PHOTO: INDEX STOCK /PHOTO ILLUSTRATION: MICHAEL GIBBS

IT COULD CREATE THE U.S. MILITARY'S largest "electronic classroom."

In late January, the Air National Guard began transmissions of training courses on its new distance learning network that will save taxpayers thousands of dollars. The network links all Guard facilities, allowing personnel to attend a wide variety of training classes without leaving the base.

The network will use satellite-based Compressed Digital Video (CDV) technology, offered on the Defense Commercial Telecommunications Network (DCTN). CDV will provide one-way video and two-way audio transmission to 116,000 Air National Guard personnel at 212 locations in 50 states and the District of Columbia.

The Guard's Professional Military Education Center (PMEC) at McGhee Tyson Air National Guard Base in Knoxville, Tenn., kicked off the new service with a ribbon-cutting ceremony broadcast to the DCTN Users' Conference in Atlanta.

Training classes will originate at two additional uplink broadcast locations at Tyndall Air Force Base in Florida and Andrews Air Force Base in Maryland. The network's first phase links 97 Guard units. State headquarters operations will be added in June and remaining support locations in September.

"With the shrinking of the defense budget, we had to find a more economical means of training," said Chief Master Sgt. Bill Moore, commercial communications systems manager for the Air National Guard. "Since we've had to restrict travel, traditional training methods were not workable. Because each location can receive three different classes simultaneously, the network will make available an even wider variety of classes at a much lower cost."

As part of its trial of the new teaching method, Guard instructors compared students' test scores with those of earlier students who attended courses on the Knoxville campus. "The average scores were identical," said Maj. Adam King, chief of mission support at the PMEC. "There was no learning loss at all, so we feel that distance learning is a very viable format."

The network uses AT&T's Telstar 401 satellite, which provides 24-hour broadcast capability and significantly less atmospheric interference than earlier satellites. Voice and video signals travel from Guard uplink locations over DCTN to Telstar 401, then bounce off to receiving locations.

DCTN's CDV technology allows full-motion, VHS-quality transmission using only a fraction of the bandwidth previously required, enabling more broadcasts to be carried simultaneously — and at lower cost — through a single satellite.

Adding to the network's value is its ability to receive programming from military training networks at the Air Force Institute of Technology at Wright Patterson Air Force Base in Ohio and the U.S. Army Logistics Management College at Fort Lee in Virginia. Together, the three networks can link hundreds of military facilities to share classes or transmit emergency information.

"This is one of the most exciting adventures I've been involved with," said Moore, a 22-year veteran of the Guard. "The potential is overwhelming — to have a satellite-based network that provides such wide availability of so many different types of training.

"The only limit will be the creativity of our folks in taking advantage of it," he said. "And we're already seeing an extensive amount of interest from the commanders. I get more and more excited every day as people call me up and tell me of additional ways they can use it."

If you'd like more information about AT&T's Compressed Digital Video, contact your AT&T DCTN account representative. ■

L E A R N I N G . . .

AT&T DEMONSTRATES IT

"WHETHER IT'S SACO HIGH SCHOOL IN Saco, Mont., which graduates five students a year, or Theodore Roosevelt High School in Los Angeles, which graduates about 1,000 students a year, we need to give all students, no matter where they live, access to the best educational tools available," said Sen. Conrad Burns.

In March, Burns (R-Mont.) addressed more than 2,000 conferees at the fifth annual International Distance Learning Conference (IDLCON) co-sponsored by AT&T and the U.S. Distance Learning Association.

"One tool, distance learning, allows students to communicate even if they are geographically separated from the rest of civilization," he said. "As Congress reforms telecommunications, industry will play an ever-increasing role to bring that technology to our schools, businesses and government."

At IDLCON, AT&T demonstrated distance learning via its Compressed Digital Video (CDV) technology available on the Defense Commercial Telecommunications Network (DCTN) and FTS2000. CDV provides one-way video and two-way audio transmission over AT&T's Telstar 401 satellite.

Many government agencies are turning to distance learning as a lower-cost solution to train employees. The Internal Revenue Service's (IRS) Dr. Tom Myerchin was IDLCON keynote speaker. As IRS's national director for corporate education, he has been aggressive in implementing distance learning at the agency. He's responsible for the education and training of more than 115,000 IRS employees.

"Besides the obvious of offering courses in taxation to our tax consultants, we also offer courses in professional development, leadership and computer technology using distance learning," Myerchin said. "As we provide the most up-to-date training for our employees, we will cut our training expenses by 50 percent using this technology."

Hank Payne, distance learning program manager at the Federal Aviation Administration and speaker at IDLCON, demonstrated the FAA's distance learning network using AT&T's CDV over FTS2000. "Not only does using CDV make getting into the instructional television business easier, it also provides a standard carrier and backbone for all federal agencies using the technology."

The FAA offers training classes in flight standards, cockpit inspection and transportation of hazardous materials, to name a few. "By the year 2000, the FAA will use distance learning for 40 percent of its training," said Payne. "There is little doubt that more and more federal agencies will send training to their employees rather than send their employees to training, radically altering the way they look at training and eventually the way they look at work."

If you'd like information on how AT&T Compressed Digital Video can help your agency trim its training budget, call your AT&T account representative. ■

KATHIE KOENIG

COURTESY OF THE U.S. SENATE

INSET: Sen. Conrad Burns

ABOVE: AT&T's Rich Roca and IRS's Tom Myerchin participate in an AT&T distance learning demonstration.

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Bernie McKay
Vice President
Emerging Markets
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If your public sector organization doesn't neatly fit within either a "defense" or "civilian" governmental definition, AT&T's Emerging Markets group is dedicated to providing communications solutions for your special business needs. Among our customers are the legislative and judicial branches of the federal government; state and local governments implementing federally funded programs; non-U.S. government embassies, consulates and missions worldwide; multilateral organizations like the United Nations, the North Atlantic Treaty Organization, the World Bank, and the International Monetary Fund; and the government research and laboratory community.

The Emerging Markets Group will provide unmatched expertise and support to meet your particular needs and requirements for communications solutions.

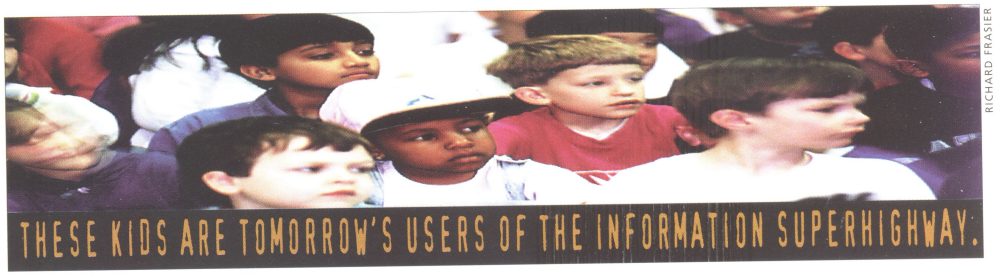
On the Horizon

AT&T JOINS SUNRISE VALLEY SCHOOL IN BUSINESS PARNERSHIP

TO HELP FOSTER A CLOSER-KNIT learning environment, most of the 550 students and teachers at Sunrise Valley Elementary School meet in classrooms without doors.

Now — thanks to the first business education partnership of its kind — they'll meet in classrooms without walls.

By this summer, students, parents and faculty at the Reston, Va., school and the people of AT&T Government Markets will unite on the cutting edge of information technology. During a springtime ceremony commemorating the partnership, state and county officials spoke of the importance of businesses working with schools, while student-written songs reiterated the message.



RICHARD FRASIER

THESE KIDS ARE TOMORROW'S USERS OF THE INFORMATION SUPERHIGHWAY.

"I saw students really excited about what they called 'AT&T Day,'" said Dan Fink, co-president of the Sunrise Valley Parent Teachers Association. "Doing something like this goes beyond business, and I was particularly touched by it."

In 1994, Sunrise Valley was named a Fairfax County Elementary Model Technology School, earning it a supply of computers and printers. Without a network, however, attendance records and lunch counts are still delivered to the office by hand. Or, when teachers want to reserve time for the library or any other activity, they must confirm availability with a trip to the office instead of by computer.

Thanks to the partnership, a series of local area networks not only will connect classrooms, but ultimately will allow faculty and staff to handle administrative needs with a single keystroke, rather than sending students down the hallways with pieces of paper.

"Effective communication is our biggest challenge as teachers," said school Librarian Karen Schell. "This network will help us get the word out quickly and easily."

"These kids are tomorrow's users of the information superhighway," said AT&T's Lisa Crawford, assistant vice president for New Business Development and Sales. "We owe it to them to make sure they are comfortable with technology and its many uses."

AT&T will install a MERLIN LEGEND® communications system, linking each classroom with a telephone and AUDIX® voice messaging capability. Classrooms will be connected, allowing them to communicate with each other and access other services, such as the Internet.

In addition, the voice messaging system can be used by parents to monitor their childrens' homework assignments. Teachers, using AUDIX, can record a voice-mail message, detailing what assignments are due each day. Parents can call the school, enter a code to access the voice mail system and listen to a personal message recorded by their child's teacher.

"I'm very excited about the possibilities," said Peg Sud, Sunrise Valley technology teacher and parent of two children at the school. "We already have the books, the pencils and the paper. Now we really have the chance to explore new ways of teaching."

Students, though, are the real winners.

"We can learn about Asia or Alaska or anywhere, and we can get there easily with our computers," said third grader Michael Neufeld. "It's better than going to the library."

Fifth grader Scott Savage added with a smile that "anyone who's never used a computer is just going to say, 'Wow.'"

Partnerships like these, said Fairfax County School Superintendent Robert Spillane, are "the wave of the future. Thanks to AT&T, the people of Sunrise Valley will ride the crest of that wave."

For information about AT&T's business education partnerships, call Crawford at 301 608-5800. ■

ATMs at Sea

AT&T HELPS SAILORS GET PAID ABOARD SHIP

PAYDAY ON BOARD NAVY SHIPS USED TO be time-consuming, both for disbursing staff who prepared the paychecks as well as the crew members who had to wait in line to receive and then cash them.

But since 1988, this labor-intensive pay process has been replaced by computer technology in the form of automated teller machines (ATMs) manufactured by AT&T Global Information Solutions (GIS). AT&T GIS is the world's leading manufacturer of ATMs and self-service solutions.

"What the Navy is doing is a bit different from the banking environment," said AT&T's Karen Crowder, GIS executive account manager. "An onboard ATM is not networked to bank accounts off the ship. But at midnight on payday, sailors can withdraw all or part of their pay. This eliminates the need for paper paychecks."

With the Navy's split-pay option, sailors can also choose to have one portion of their pay go to their home bank to meet family needs and another portion go directly into their ATM account aboard ship.

About 350 ATMs are on 24-hour duty on more than 160 Navy ships. Newly commissioned ships receive between one and six ATMs, depending on the size of the crew. AT&T installs the ATM system, provides training on system operation, and services the equipment at ports in the United States and around the world.

Round-the-clock access to cash is a real convenience. "If crew members are on watch when the disbursing office is open and we're hitting a liberty port the next day, they may not have time to get to the office to cash a check," said Lt. j.g. Patrick Brennan, a former disbursing officer on the USS Peleliu. "Now if they run out of money and come back to the ship when the disbursing office is closed, they still have access to their account."

ATMs also provide an added measure of safety and security. "Crew members are not required to take out all the money at once. They can take out $5, $10, or whatever they want," Brennan said. "It's a lot safer because they don't have to carry their entire check in cash around with them."

COURTESY OF THE U.S. NAVY

The Navy's Jason Shelton withdraws cash from an ATM aboard the USS Radford.

Because shipboard personnel typically leave some of their pay in the ATM, ships need less cash on hand. "We can circulate somewhat less money now within the closed environment of the ship," said Cynthia Coleman, ATMs-At-Sea program manager for the Naval Supply Systems Command. "So we do realize some savings to the U.S. Treasury in not having to keep that money aboard ships."

The other benefits notwithstanding, Coleman said the biggest compliment she's received was from a supply officer who said the ATMs turned payday into a nonevent. "That's just what we want," Coleman said, "Just normal business, not a big hassle."

For more information about AT&T ATMs, contact Doreen Lynn Mueller, GIS district manager, at 301 212-5190. ■

we are...
Global Information Solutions

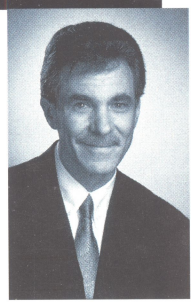
Carole Spurrier
Vice President
Public Sector
301 212-5200

AT&T Global Information Solutions, formerly NCR Corporation, brings computing solutions to communications, giving you easy access to information and each other. We provide a range of computing platforms from desktop systems to massively parallel processing systems. Our public access systems, automated teller machines and point-of-sale terminals meet your growing needs for timely, accessible information.

Our professional services team makes it easy for you to define the right software, hardware and communications tools for your needs. In short, our commitment to you is to provide the best solution to help you get, move and use information.

We are...

Global Business Communications Systems



Mark Swidler
Acting Vice President
GBCS Federal Markets Group
301 608-5169

AT&T Global Business Communications Systems (GBCS) offers communications switching systems and a wide array of office products to facilitate your demanding work requirements. These include traditional and wireless phone systems; products that "merge" your computers and telephones; desktop and group video systems that allow widely dispersed employees to collaborate more effectively; multimedia messaging and more.

Communicating effectively requires working smarter with smarter tools. The office of the future is at AT&T GBCS today.

consultants on demand

NEIL FARRIN/TONY STONE IMAGES

NEED AN EXTRA pair of hands to help administer your communications system while your staff takes vacations? Could you use some expert guidance while you're introducing new communications features or applications?

Help is just a phone call away.

AT&T's Global Business Communications Systems (GBCS) Professional Services offers expertise and resources to help you support new or existing applications and technologies in virtually any agency environment.

For instance, if your plans call for integrating your computers and telephones, GBCS Professional Services can support your need for equipment interoperability.

If you support a call center handling high volumes of incoming calls, GBCS Professional Services can fill the void to help you continue to provide high-quality communications support.

"Everybody has critical needs from time to time," said AT&T's Linda Bailey, applications manager, GBCS – Federal Markets Group. "Whether you face staff shortfalls, complex projects with critical deadlines, or new technology that needs to be integrated flawlessly with existing equipment, our consultants are on call to ease your mind and protect your service."

For more information about AT&T GBCS Professional Services, call 1 800 492-6769. ■